



IC Memorandum 14-29

To: KEHP Insurance Coordinators (ICs)
From: Department of Employee Insurance (DEI)
Re: Important Health Plan Information to Know for January 1, 2015
Date: November 24, 2014

The following information will be sent via email to KEHP members Dec. 1 to help them understand the multiple vendor changes effective January 1, 2015.

Anthem Blue Cross Blue Shield (Anthem) is the medical third-party administrator beginning January 1, 2015

- You will receive an Anthem member identification (ID) card in mid-December. Please destroy your Humana ID card. Present this card when you need medical services.
- Beginning January 1, 2015 you may call 1-844-402-KEHP for customer service or go to anthem.com.

CVS/caremark is the pharmacy benefits manager beginning January 1, 2015

- You will receive an Anthem member identification (ID) card that includes CVS/caremark pharmacy information on the back of the card. You have the ease of one member ID card for medical and pharmacy services. Present this card when you need pharmacy services.
- CVS will mail welcome packets with tips to help you manage your prescription care and save money, along with a copy of the 2015 Formulary list.
- You may call 1-866-601-6934 for customer service or go to caremark.com.

WageWorks is the Flexible Spending Account (FSA) and Health Reimbursement Arrangement (HRA) administrator beginning January 1, 2015

- You will receive a Healthcare VISA card if you have a Healthcare FSA, a Waiver General Purpose HRA, a Waiver Dental/Vision ONLY HRA, or an embedded HRA as part of a Consumer-Driven Health Plan (CDHP) such as the LivingWell CDHP or the Standard CDHP.
- Please destroy your HumanaAccess VISA card, as it will no longer work after Dec. 31, 2014.
- In order to transfer your Humana information to WageWorks there will be a transition period as outlined below:
 - No action is required from you.
 - If you enrolled in 2015, you will be able to submit 2015 claims and use the WageWorks Healthcare VISA Card on January 1, 2015.
 - To successfully transfer your 2014 accounts, a brief **transition period** will occur from January 1 through January 26, 2014. During this period, 2014 claims will not be processed.
 - WageWorks will be managing all 2014 claims submitted through the run-out period. These claims can be submitted to WageWorks beginning January 26, 2015.
- You may call 1-877-430-5519 for customer service or go to wageworks.com/kehps.



HumanaVitality continues to be the wellness vendor for 2015

- You will receive a HumanaVitality member ID card for 2015, if you have your health insurance through KEHP.
- If you already have a MyHumana username/password, you can use it to sign in with HumanaVitality in 2015.
- You can use your HumanaVitality member ID card at certain gyms and onsite medical locations so that your wellness activity and prevention screenings will be provided to HumanaVitality - to earn those points!
- You may call 1-855-478-1623 for customer service or go to humana.com.

Compass SmartShopper continues to be the transparency vendor for 2015

- You can shop for medical procedures or diagnostic tests by calling 855-869-2133 or visiting compasssmartshopper.com.

You may always call the Kentucky Employees' Health Plan (KEHP) at 502-564-6534 or 888-581-8834. Or visit us at kehpn.ky.gov.

